

Florida A&M University Libraries Report of the Spring 2011 Library Universal Survey

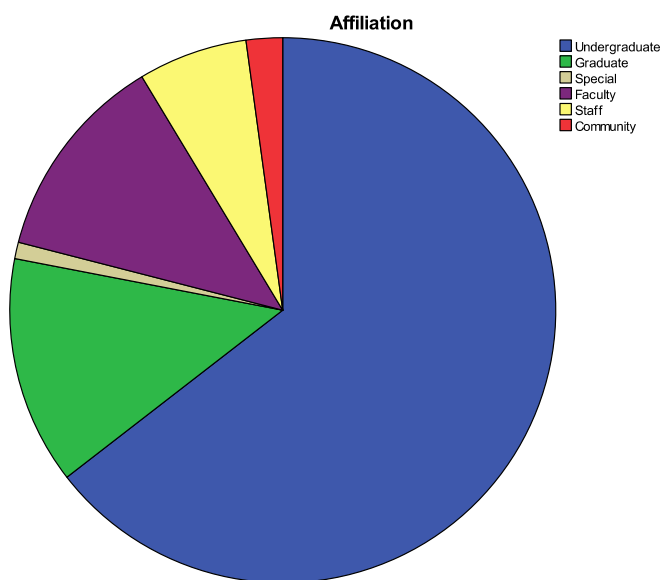
May, 2011

Introduction

The Mission of the Florida A&M University Libraries is to provide a user centered information environment that supports inspirational teaching, exemplary research, meaningful service, and lifelong learning to the local and global university community. In order to be characterized as a user centered organization, the libraries systematically and continuously engage customers in opportunities to provide feedback and to participate in shaping the future of FAMU information resources and services. The Library Universal Survey is a survey developed by the libraries and administered from all library service points for two weeks during each fall and spring semester.

The fall 2011 survey administration dates were March 13-31, 2011. The survey drew 528 respondents, and yielded 505 usable surveys. This is in comparison to 544 respondents and 528 usable surveys for fall 2010. Surveys were publicized from service desks in each library and customers were encouraged to participate. No incentives were provided for participation. Expectations were that the spring survey would yield far fewer usable surveys than the fall 2010 survey; however this was not the case, likely due to publishing the survey to FAMUINFO, and then extending the survey by 4 days.

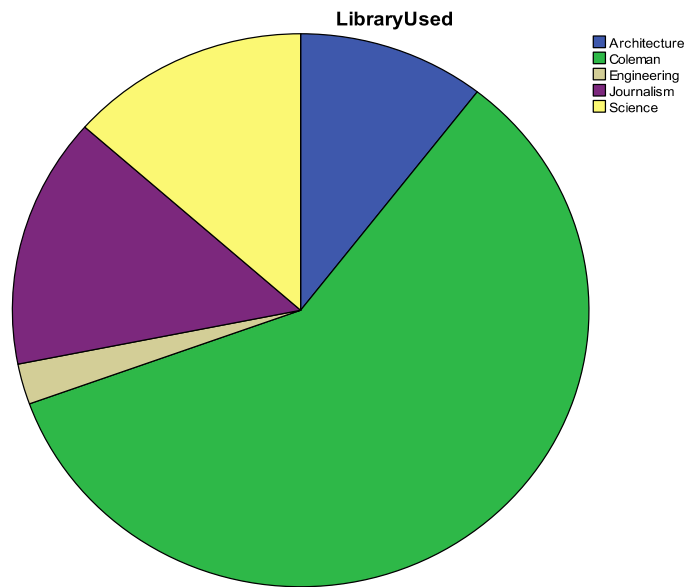
Demographics



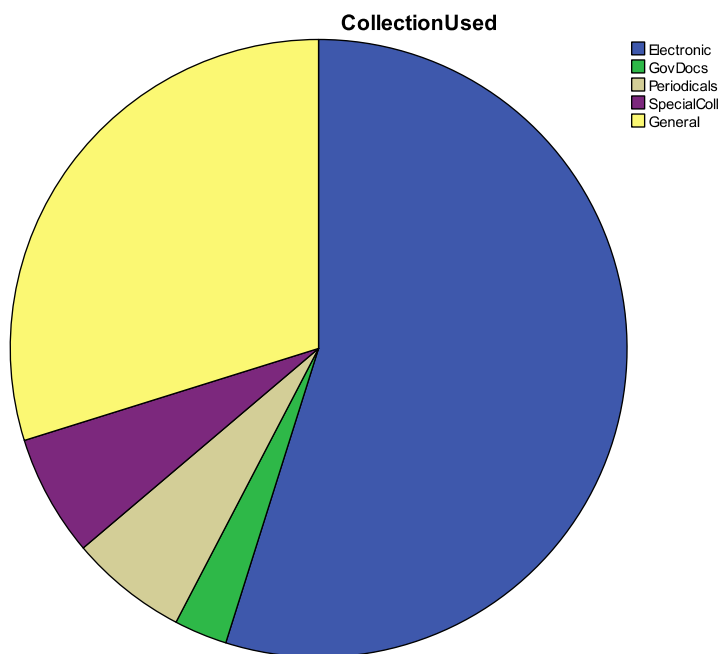
Undergraduates (62.3%) predictably represented the majority of respondents, followed by graduate students (13.1%), and faculty (11.9%). Graduate and Faculty participation is impressive, taking into consideration that graduate students represented only 7% of the enrollment fall 2011 (<http://www.famu.edu/Restructuring/Students%2035%20-%20Enrollment%20by%20Classification%20Level%20Classification.pdf>).

Libraries used by Respondents

As could be expected, most respondents reported the main library (Coleman Memorial Library) to be their primary library. Of the branch libraries, respondents reported primarily using Journalism (14%), the Science Research Library (12.9%), and Architecture (10%) in that order. These usage patterns are not intended to make generalizations about how the population uses branch libraries. The results serve only to give context to the current survey results.



Collections Used



Survey results confirm that use of Electronic Collections (52.3% or 276) has surpassed the reported primary use of print collections. In addition, it is unknown how many of those reporting using the Periodicals Collection (5.9% or 31), may be doing so online. After Electronic Collections, respondents next report mainly using the General Collection (28.4% or 150) which represents print materials. Usage patterns help to inform decision making for collection management and development.

Crosstabulations and Chi-Squares tests suggest that collections primarily used appear to be strongly associated with affiliation to the University. Graduate students (72.5%) followed by Faculty (62.3%) report primarily using Electronic Collections. Primary users of the General Collection were Undergraduates (35.4%) and Faculty (19.7%). Primary users of the Periodicals Collections were Faculty (11.5%) and Graduate students (10.1%). Primary users of Special Collections were Undergraduates (8%).

The Survey

The Universal Library Survey consists of 11 questions and space for comments/suggestions. Response frequencies for each question are provided below.

I can easily locate the libraries' website from FAMU's homepage.

Eighty-two percent of respondents reported that they "Agree" to "Strongly Agree" with this statement. More respondents agreed with this statement than with any other survey statement. In the Comments section of the survey, there was a suggestion that, "... access to the library website be moved to the main page of the FAMU website."

Library Website					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	255	48.3	48.4	48.4
	Agree	177	33.5	33.6	82.0
	Somewhat Agree	64	12.1	12.1	94.1
	Disagree	25	4.7	4.7	98.9
	Strongly Disagree	6	1.1	1.1	100.0
	Total	527	99.8	100.0	
Missing	System	1	.2		
Total		528	100.0		

The climate, lighting, seating and study space in the libraries are conducive to learning.

Seventy-seven percent of respondents reported that they "Agree" to "Strongly Agree" with this statement. Respondents appear to be largely satisfied with "library as place". In the Comments section, statements were made that Graduate students need dedicated space; more collaborative space is needed, and parts of buildings are either too hot or too cold.

Facilities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	180	34.1	35.0	35.0
	Agree	217	41.1	42.2	77.2
	Somewhat Agree	87	16.5	16.9	94.2
	Disagree	20	3.8	3.9	98.1
	Strongly Disagree	10	1.9	1.9	100.0
	Total	514	97.3	100.0	
Missing	System	14	2.7		
Total		528	100.0		

The libraries' collections adequately support my research needs.

Seventy one percent of respondents reported that they “Agree” to “Strongly Agree” with this statement. Respondents as a whole appear to be satisfied with collections.

		Collections			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	152	28.8	29.8	29.8
	Agree	223	42.2	43.7	73.5
	Somewhat Agree	94	17.8	18.4	92.0
	Disagree	34	6.4	6.7	98.6
	Strongly Disagree	7	1.3	1.4	100.0
	Total	510	96.6	100.0	
Missing	System	18	3.4		
Total		528	100.0		

Within respondent groups, however, Crosstabulation and Chi-Square tests suggests that customer views of the adequacy of the collection are likely associated with affiliation with the University. Groups stated that they “strongly agree” with this statement as follows: Undergraduates (33.3%), Graduate Students (27.5%), and Faculty (13.1%); other affiliation categories are omitted.

The Coleman Library 3rd floor is conducive to quiet study.

Almost sixty-nine percent of respondents reported that they “Agree” to “Strongly Agree” with this statement.

		Quiet Floor			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	185	35.0	37.7	37.7
	Agree	179	33.9	36.5	74.1
	Somewhat Agree	89	16.9	18.1	92.3
	Disagree	25	4.7	5.1	97.4
	Strongly Disagree	13	2.5	2.6	100.0
	Total	491	93.0	100.0	
Missing	System	37	7.0		
Total		528	100.0		

Crosstabulation and Chi-Square tests suggest that customer views of the conduciveness of the Coleman Library quiet floor to study are strongly associated (.002) with affiliation to FAMU. Undergraduates (43.3%) most strongly supported this viewpoint, while Graduates (14%) most strongly disagreed with this viewpoint.

Library staff care about my information needs.

Over seventy eight percent of respondents reported that they “Agree” to “Strongly Agree” with this statement, making this statement garner the second strongest level of survey response. Respondents gave many accolades in the Comments section.

Caring Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	206	39.0	40.3	40.3
	Agree	208	39.4	40.7	81.0
	Somewhat Agree	78	14.8	15.3	96.3
	Disagree	9	1.7	1.8	98.0
	Strongly Disagree	10	1.9	2.0	100.0
	Total	511	96.8	100.0	
Missing	System	17	3.2		
Total		528	100.0		

Across all libraries, 39 % of respondents stated that they “Strongly Agree” with this statement. Crosstabulation and Chi-Square tests suggest that respondent agreement that library staff care about their information needs appears to be associated with the library used. By library, respondents stated that they “Strongly Agree” with this statement as follows: Engineering (58.3%), Architecture (56.6%), Coleman Library (40.7%), Journalism (37.8%), and the Science Research Center Library (25.4%).

I have sufficient opportunities to learn about library services and resources.

Over seventy three percent of respondents reported that they “Agree” to “Strongly Agree” with this statement. Respondents as a whole appear to be satisfied with access to information literacy instruction.

Information Lit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	154	29.2	30.6	30.6
	Agree	233	44.1	46.3	76.9
	Somewhat Agree	81	15.3	16.1	93.0
	Disagree	32	6.1	6.4	99.4
	Strongly Disagree	3	.6	.6	100.0
	Total	503	95.3	100.0	
Missing	System	25	4.7		
Total		528	100.0		

Computers are adequate to support my research needs.

Nearly sixty nine percent of respondents reported that they “Agree” to “Strongly Agree” with this statement.

Computers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	178	33.7	35.6	35.6
	Agree	186	35.2	37.2	72.8
	Somewhat Agree	92	17.4	18.4	91.2
	Disagree	30	5.7	6.0	97.2
	Strongly Disagree	14	2.7	2.8	100.0
	Total	500	94.7	100.0	
Missing	System	28	5.3		
Total		528	100.0		

Crosstabulation and Chi-Square tests suggest that customer views of the adequacy of computers are strongly associated (.000) with affiliation to FAMU. The percentage of respondents strongly agreeing that computers were adequate to support research needs were as follows: Undergraduates (43.3%), Graduates (20.3%), and Faculty (15.8%). Graduate students made up the group who most strongly disagreed with this statement (8.7%)

Customer views of the adequacy of computers were found to also be strongly associated (.000) with the library used. The percentage of respondents strongly agreeing that computers were adequate to support research reported primarily using the following libraries: Coleman Library (38.6%), Journalism (38.4%), Science Research Center Library(37%), Architecture (34.6%), and Engineering (16.7%).

Software is adequate to support my research needs.

Over sixty five percent of respondents reported that they “Agree” to “Strongly Agree” with this statement.

Software

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	144	27.3	29.0	29.0
	Agree	200	37.9	40.3	69.4
	Somewhat Agree	104	19.7	21.0	90.3
	Disagree	32	6.1	6.5	96.8
	Strongly Disagree	16	3.0	3.2	100.0
	Total	496	93.9	100.0	
Missing	System	32	6.1		
Total		528	100.0		

Crosstabulation and Chi-Square tests suggest that customer views of the adequacy of computer software were strongly associated (.002) with affiliation to FAMU. The percentage of respondents strongly agreeing that computers were adequate to support research needs were as follows: Undergraduates (44.5 %), Graduates (21.9%), and Faculty (19.2%). Graduate students made up the group who most strongly disagreed with this statement (4.4%)

Survey Conclusions:

Overall, customers agree to strongly agree that services and resources support their information needs. This is in line with previous surveys and confirms the strategic directions that the Libraries have in place. The Libraries should:

- Continue to maintain facilities in support of research and learning.
- Recognize library employees for demonstrating good customer service skills, and continue to provide customer service training across all libraries.
- Continue to provide quiet individual study space; seek to provide additional dedicated study spaces for Graduate students; and publicize the spaces already available.
- Continue to develop the collection; and seek to better understand the perceived needs of Graduate students and Faculty.
- Continue to support print collections and enhance access to electronic resources.
- Continue to provide Information Literacy; and ensure access to instruction across all libraries.
- Continue to provide access to computer hardware; ensure equitable resources across all libraries; and seek to better understand the perceived needs of graduate students.
- Continue to provide access to computer software resources; and seek to better understand the perceived needs of graduate students.

Comments provided by respondents in the Comments section of the survey indicate that the Libraries could enhance services and resources in these areas:

- Extend hours (garnered the most comments)
- Enhance Collections (newer books, textbooks, leisure reading, increased electronic resources)
- Enhance computer resources (Chrome, faster speed, more programs, software upgrades, and more computers in the specified branch libraries; wireless access)
- Better enforce all guidelines (3rd floor quiet area/ group study for groups – not individuals)

A very positive finding in the Comments section was that respondents made a miniscule number of complaints about printing. The Libraries have only this year, become responsible for print and copy services to library customers. Lastly, one of the largest groups of comments represented accolades to library employees.

Library Assessment Committee

Jeannette R. Cox

Ruth M. Swan (Chair)

M. Jean Adams Williams

Brenda S. Wright

Lauren B. Sapp, Ex Officio

Submitted June 1, 2011

Ruth M. Swan

Thanks to Brian Crowell for data entry

Survey Questions

Respondent Surveys

Florida A&M University
University Libraries Survey

Based on your experiences as a patron at a University Library, please take a few minutes to complete this survey regarding services.

1. I can easily locate the libraries' website from FAMU's homepage.

Strongly Agree Agree Somewhat Agree Disagree Strongly Disagree

2. The climate, lighting, seating and study space in the libraries are conducive to learning.

Strongly Agree Agree Somewhat Agree Disagree Strongly Disagree

3. The libraries collections adequately support my research needs.

Strongly Agree Agree Somewhat Agree Disagree Strongly Disagree

4. The Coleman Library 3rd floor is conducive to quiet study.

Strongly Agree Agree Somewhat Agree Disagree Strongly Disagree

5. Library staff care about my Information needs.

Strongly Agree Agree Somewhat Agree Disagree Strongly Disagree

6. I have sufficient opportunities to learn about library services and resources.

Strongly Agree Agree Somewhat Agree Disagree Strongly Disagree

7. The library that I use most often is:

Architecture Library Coleman Library Engineering Journalism Library
Science Research

8. The library collection that I use most often is:

Electronic Resources Government Documents Periodicals Special Collections

9. Computers are adequate to support my research needs.

Strongly Agree Agree Somewhat Agree Disagree Strongly Disagree

10. Software is adequate to support my research needs.

Strongly Agree Agree Somewhat Agree Disagree Strongly Disagree

11. My affiliation with Florida A & M University:

Undergraduate Graduate Student Special Student Faculty Staff
Community

Comments/Suggestions:

Q12 Comments

"The third floor is the best place to study."

A need to have a lot more GIS handy books information

Another printer so people who are printing are not inconvenienced by people photocopying.

Architecture library NEEDS color printing.

Be able to access Youtube.

Coleman is always open when I need to attend the library.

Coleman library needs to extend hours of operation.

Color copy please

Enjoy the library!

Excellent work. Please place more computers in Jazzman Café

Extended hours (i.e. beyond 12am, success takes hard work, long hours and lots of caffeine!)

Free printing again

Google Chrome on computers

Great

Great library; just need to gain the lost books back.

Hi all! Place a direct library link on (famu) home page.

I attend FSU but I love this library.

I have been very pleased with the information literacy workshops my undergraduate classes have been required to attend.

I just want to thank every one because I always get good help from the front desk and everyone is kind and loving.

I like that I can checkout laptops but I wish there were more fiction books.

I love the coleman library staff they are very helpful and I truly believe they care about the needs of students!

I suggest that the library be open 24 hours during times like final exam week and registration.

I use Facebook to communicate with classmates about school work

I wish it stayed open longer.

I would like more/longer hours of the library.

I would like to see more computers + more study "private" rooms open.

I would love it if the Journalism Library had weekend hours, even if limited to just Saturdays.

If a person is unfamiliar with how to utilize the library catalog then it is not as resourceful.

Increase hours + ability to print

It doesn't need to be extremely quiet, but on other floors there does need to be a certain noise level. Especially among employees. One employee on the 2nd floor is never professional and always loud.

It is very cold in Coleman library <- in reference to question #2.

It is way too hot on the 2nd floor computer area! Other areas of the library are fine.

It's Great!

Its real cold sometimes. Need a more efficient printing system.

J school students/assistant are helpful, especially the guy Jeremy.

Jeremy is a magnificent student assistance
Jessica is doing a fine job!

J-school library needs to have longer hours within the days of Mon-Thurs. (software) needs to be updated. (quiet study) Sometimes the employees can be rude.

Keep Mr. Perrotte Here.

Keep up the good work

Keep up the great work Librarians. I truly appreciate being that I am a full time student.

Later evening hours

Let us access Youtube

Let us use Youtube

Library hours should be extended.

library should stay open longer on weekdays

Longer hours

Longer hours on Saturdays.

Longer hours to stay open

Longer hours would make the library perfect.

longer hours, especially during times like finals week; some of us have goals that require extended (quiet) study time. Overall I am satisfied

Longer library hours for coleman library.

Longer open hours especially on Friday & Saturday. More knowledgeable people

Loose the food!!!

Love Jscool!

Love this library they are great people (Architecture Library)

Make it 24/7!

Money isn't the issue, but improper maintenance.

More leisure books & music/dvds for students to use

More programs should be available on the computers in the library

More whole punchers.

Most of the time its too cold.

Needs Adobe flash player on all computers!!

Needs more computers in the architecture library

Needs to upgrade software!

Not enough light in the quiet section. Science research library needs longer hour.

Perhaps change "somewhat agree" to "neither agree or disagree"

Place cushions on library seats.

Please increase hours, why can't we open 24/7 like FSU!!

Printing should be free. To attend a university that does not provide students with printing services (free) is upserd.

Science library is great but Coleman rules aren't enforced - way to much talking/cell phone

Science research staff is great. They have assisted me many times and were of great help. I would like to see their hours of operation extended!

Softer chairs

Software needs to be upgraded

Software updates please. E.g. Office updates, more network permission

Sometime cold. Need newer books. It's (architecture) quiet. I heart FAMU LIBRARY

Staff is great!!! Coleman

Staff is very helpful and very enthusiaed. The one place on campus where staff doesn't have an attitude.

System lady Mrs. Crayton is a great helper

The 2nd floor is most times very noisy with students phones ringing and people talking. That situation should be addressed. Thanks.

The circulation staff is very friendly and is always willing to help me with whatever concerns I may have!

The computers run very slow at times and there aren't enough computers for the amount of students on campus. It is also very hot on the older side of Coleman and some of the staff are very rude!

The hours of operation should be longer.

The hours should go back or at least be extended so that my peers and I don't have to go to FSU library anymore, where 9 times out of 10 is uncomfortable

The J School Library staff is friendly and hard working. They're always helpful.

The Journalism library does not have a machine to put money in your account to print. It is an inconvenience for me to walk over to the library to put money on my card.

The librarians can sometimes be too loud & noisy.

The library as a whole has SIGNIFICANTLY improved since I was a freshman. I'm now a senior.

The library computers are too slow and freeze quite often (science research library).

The library needs to be open past midnight

The library personnel are knowledgeable & helpful. The other students do tend to socialize excessively at times but I'm an older student so that may have something to do with being annoyed.

The library staff was great. Excellent Help! Thanks

The science research hours are short, needs longer hours of operation. Software is always an issue. Always technical issues. Correct those errors and this place will be perfect.

The SJG Library should be open over weekends or at least close at a later time...Computers need to have Adobe flash player.

The staff early in the morning on the second floor is great. I love their personalities and how they love to help people. Morning staff heart

The staff is always available to help assist when needed; greatly appreciated!

The staff make me feel that the libraries are warm & inviting place for me to go and study. Continue the good work that is already being done!!

The staff were really nice and very helpful!

The student environment can sometimes be noisy. Like the hours especially Saturdays I can sleep in and still have ample study time. Keep up the good work.

The workers are very nice and friendly

Third floor is great! Looking to do more research. Programs for younger students to come and explore, the research collections, would be expansive! Dedicate a day every month or so for college students and professors to lead group of midrange students in library activities! Thank you.

Tiger Swan was very helpful at help desk!!!

Too cold!!!

Upgrade the computers so that we can watch video from a mass storage drive. Longer hours. 8pm is not enough. 8am is not early enough.

Very enjoyable place to sit and study & gathering thoughts w/o any interruptions.

Way too loud. That's a huge problem w/ this library. Especially the back computer area. (quiet area) Too Loud! We need more outlets for computers (personal-laptops).

When I was unable to find a book on the shelf the circulation staff was helpful in helping me to locate the book.

Why would you give this survey on the Sun. after Spring Break? Graduate students need more space dedicated to their special needs + more resources.

Wireless connection is very weak on my personal laptop. Several of my peers have the same problem. This is @ Coleman and Engineering college library.

Without Mrs. Woody and Cici I would be lost!

Youtube in the study lounges please.